



Document Scanner **DR-4010C** Reference Guide

Document Scanner DR-4010C



Please read this manual before operating this scanner.
After you finish reading this manual, store it in a safe
place for future reference.

FCC REGULATIONS (For 120 V model)

Document Scanner, Model M11059

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference,
and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment OFF and ON, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Use of shielded cables are required to comply with Class B limits in Subpart B of Part 15 of FCC Rules.

Do not make any changes or modifications to the equipment unless otherwise specified in this manual. If you make such changes or modifications should be made, you could be required to stop operation of the equipment.

If your equipment malfunctions, please contact your local authorized Canon dealer from whom you purchased the equipment (if under warranty), or with whom you have a servicing contact. If you are not sure who to contact, and have both purchased and are using the equipment in the U.S.A., please refer to the "SUPPORT" page on Canon U.S.A.'s Web site (<http://www.usa.canon.com>).

Radio Interference Regulations (For 120 V Models)

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the Interference-causing equipment standard entitled "Digital Apparatus," ICES-003 of the Industry Canada.

RÈGLEMENT SUR LE BROUILLAGE RADIOÉLECTRIQUE (For 120 V Models)

Cet appareil numérique respecte les limites de bruits radioélectriques applicables aux appareils numériques de Classe B prescrites dans la norme sur le matériel brouilleur: "Appareils Numériques", NMB-003 édictée par l'Industrie Canada.

Product Names

Safety regulations require the product's name to be registered. In some regions where this product is sold, the following name may be registered instead.

Model DR-4010C: M11059

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Manuals for the Scanner

Thank you for purchasing the Document Scanner DR-4010C. The manuals for this scanner include the Easy Start Guide and Reference Guide (printed manuals provided with the scanner,) and the User Manual and CapturePerfect 3.0 Operation Guide (electronic manuals stored on the setup disc.) Before using the scanner, read each manual thoroughly to familiarize yourself with its capabilities, and to make the most of its many functions. After reading these manuals, store them in a safe place for future reference.



Easy Start Guide

Describes the procedures for setting up the scanner and installing the software. Follow the steps in this guide to set up the scanner quickly.



Reference Guide (this manual)

Provides an overview of the most important features and points that the user should know when using the scanner. For more details, refer to the *User Manual*.



User Manual (electronic manual)*

Consists of a “Hardware” volume and a “Software” volume. The “Hardware” volume explains all topics related to handling and caring for the scanner (i.e., setup, cleaning, maintenance, and troubleshooting.)

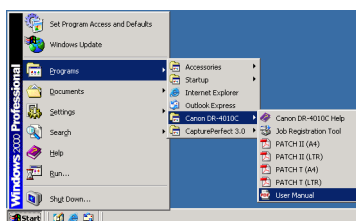
The “Software” volume explains the ISIS/TWAIN driver settings and Job Registration Tool settings.



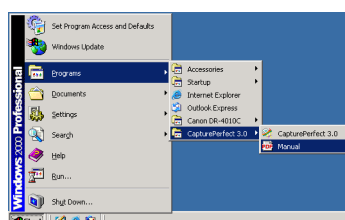
CapturePerfect 3.0 Operation Guide (electronic manual)*

Explains the application that enhances the operation of all Canon document scanners.

* The electronic manuals are PDF (Portable Document Format) files, and are installed in the following folders during software installation.



User Manual



CapturePerfect 3.0 Operation Guide

Symbols Used in This Manual

The following symbols are used in this manual to explain procedures, restrictions, handling precautions, and instructions that should be observed for safety.



WARNING

Indicates a warning concerning operations that may lead to death or injury to persons if not performed correctly. To use the machine safely, always pay attention to these warnings.



CAUTION

Indicates a caution concerning operations that may lead to injury to persons, or damage to property if not performed correctly. To use the machine safely, always pay attention to these cautions.



IMPORTANT

Indicates operational requirements and restrictions. Be sure to read these items carefully to operate the machine correctly, and avoid damage to the machine.



Note

Indicates a clarification of an operation, or contains additional explanations for a procedure. Reading these notes is highly recommended.

(See p. 12.)

Indicates a reference page. The number in parentheses is the number of the page that describes the current topic in greater detail.

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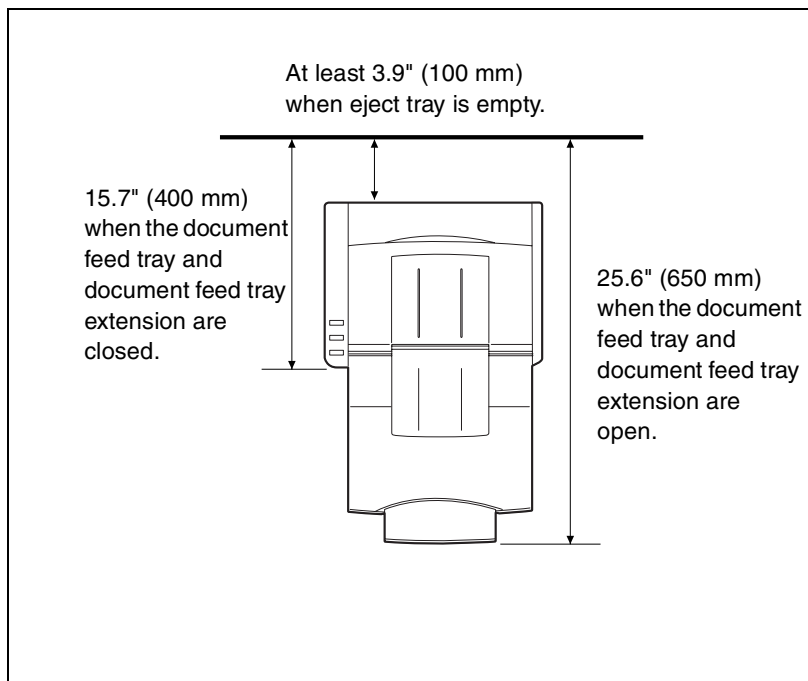
1-1 Important Safety Instructions

To ensure the safe operation of this scanner, be sure to read the safety warnings and precautions described below.

Installation Location

The performance of this scanner is affected by the environment in which it is installed. Make sure that the location where the scanner is installed meets the following environmental requirements.

- Provide adequate space around the scanner for operation, maintenance, and ventilation.



- If scanned documents are ejected to the back tray of the scanner, provide adequate space behind the scanner for documents ejected after being scanned. (See "Preparing the Document Eject Tray," on p. 20.)
- Avoid installing the machine in direct sunlight. If this is unavoidable, use curtains to shade the scanner.
- Avoid locations where a considerable amount of dust accumulates.

- Avoid warm or humid locations, such as in the vicinity of a water faucet, water heater, or humidifier.
- Avoid locations where ammonia gas is emitted.
- Avoid locations near volatile or flammable materials, such as alcohol or paint thinner.
- Avoid locations that are subject to vibration.
- Avoid exposing the scanner to rapid changes in temperature. If the room in which the scanner is installed is cold but rapidly heated, water droplets (condensation) may form inside the scanner. This may result in a noticeable degradation in scanning quality.

The following conditions are recommended for optimal scanning quality:

Room temperature: 10 °C to 32.5 °C (50 °F to 90.5 °F)

Humidity: 20% to 80% RH

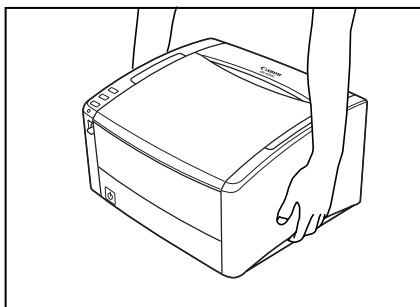
- Avoid installing the scanner near equipment that generates a magnetic field (e.g. speakers, televisions, or radios.)

Power

- Connect only to a power outlet of the rated voltage and power supply frequency. (120 V, 60 Hz or 220-240 V, 50/60 Hz depending on your region)
- Do not use a power supply that is not rated for the specified voltage. Doing so might cause a fire or electric shock.
- Do not connect other electrical equipment to the same power outlet to which the scanner is connected. Also, when using an extension cord, make sure that the extension cord is rated for the current requirements of the scanner.
- The power cord may become damaged if it is often stepped on or if heavy objects are placed on it. Continued use of a damaged power cord can lead to an accident, such as a fire or electrical shock.
- Do not use the power cord while it is coiled.
- Do not pull directly on the power cord. When disconnecting the power cord, grasp the plug and remove it from the outlet.
- Keep the area around the power plug clear of objects so that the power cord can be disconnected easily in an emergency.
- If you have any questions regarding the power supply, contact your local authorized Canon dealer or service representative for further information.

Moving the Scanner

- When moving the scanner, always hold it with both hands to avoid dropping it. The scanner weighs approximately 14.1 lb (6.4 kg).



CAUTION

- Make sure to disconnect the interface cable and power cord when moving the scanner. If the scanner is transported with these items plugged in, the plugs and connectors may be damaged.

Handling

WARNING

Note the following precautions whenever using the scanner. Failure to do so may result in a fire or electric shock.

- Never use alcohol, benzene, paint thinner, aerosol sprays, or any other highly flammable substance near the scanner.
- Do not cut, damage, or modify the power cord. Do not place heavy objects on the power cord, and do not pull or excessively bend the power cord.
- Never connect the power cord when your hands are wet.
- Do not connect the scanner to a multi plug power strip.
- Do not knot or coil the power cord as this may result in a fire or electric shock. When connecting the power cord, make sure that the power plug is securely and completely inserted into the power outlet.
- Do not use power cords other than the power cord provided with this scanner.
- Never try to take the scanner apart or modify it in any way, as this is dangerous and may lead to a fire or electric shock.

- When cleaning the scanner, turn the power switch OFF and disconnect the power cord from the power supply.
- Clean the scanner using a slightly dampened cloth which has been well wrung out. Never use alcohol, benzene, paint thinner, or any other flammable substances.
- If the scanner makes strange noises, or gives off smoke, heat, or strange odors, or the scanner does not function or other abnormalities occur when you use the machine, immediately turn the power switch OFF, and disconnect the power plug from the power outlet. Then, contact your local authorized Canon dealer or the service representative for further information.
- Do not drop the scanner, or subject it to impact or strong shock. Should the scanner ever become damaged, immediately turn the power switch OFF, and disconnect the power plug from the power outlet. Then, contact your local authorized Canon dealer or service representative to have the unit serviced.
- Before moving the scanner, be sure to turn the power switch OFF, and disconnect the power plug from the power outlet.



CAUTION

- Do not install the scanner on a surface that is unstable or tilted, or in an area subject to excessive vibrations, as this may cause the scanner to fall, resulting in personal injury or damage to the scanner.
- Do not block ventilation openings. Doing so could cause the scanner to overheat, creating a risk of fire.
- Never place small metal objects such as staples, paper clips, or jewelry on the scanner. These items may fall into the scanner, and cause a fire or electric shock. Should such objects ever fall inside the scanner, immediately turn the power switch OFF, and disconnect the power plug from the power outlet. Then, contact your local authorized Canon dealer or service representative to have the unit serviced.
- Do not install the scanner in a humid or dusty location. Doing so might cause a fire or electric shock.
- Do not place objects on top of the scanner. Such objects may tip or fall over, resulting in personal injury.
- When unplugging the power cord, grasp it firmly by its plug. Do not pull directly on the power cord, as this may damage or expose the cord's internal wiring, resulting in a fire or electric shock.

- **Leave sufficient space around the power plug so that it can be unplugged easily. If objects are placed around the power plug, you will be unable to unplug it in an emergency.**
- **Do not allow water or flammable substances (alcohol, paint thinner, benzene, etc.) to spill into the scanner, as this may result in a fire or electric shock.**
- **Turn OFF the power switch for safety when not using the scanner for a long period of time, such as overnight. Also, turn OFF the power switch, and disconnect the power cord from the power outlet for safety when the machine will not be used for an extended period of time, such as during consecutive holidays.**
- **Do not wear loose clothing or jewelry that may get caught in the scanner while you are using it. This may result in personal injury. Be extra careful of neckties and long hair. If anything becomes caught in the scanner, immediately disconnect the power cord to stop the scanner.**
- **Be careful when placing paper in the scanner and when removing jammed paper. It is possible to cut your hand on the edge of a sheet of paper.**

Disposal

When disposing of this scanner, be sure to follow all local ordinances and laws or consult with the retailer who sold you the scanner.

1-2 Features of the DR-4010C Document Scanner

The main features of the DR-4010C document scanner are described below.

- **Fast Document Feeding**

The scanner can scan a maximum of 42 documents per minute in a range of sizes from business cards to LTR/A4 size. (Scanning conditions: Black and white, LTR/A4 size portrait, 200 dpi.) Scanning speed is the same for both color and grayscale scanning.

- **USB/SCSI Interface Supported**

The USB interface that was provided as standard on your computer and SCSI extension cards are supported. (See “1-4 Installation Requirements,” on p. 14.)

- **Color/Grayscale Support**

Documents can be scanned in 24-bit color or 256-level grayscale.

- **Supports a Variety of Scanning Modes**

The scanner supports the following scanning modes, depending on the document type:

- Single-sided/double-sided mode
- Single sheet/dual feeding path

- **U-Turn Path**

Documents are fed and ejected from the front of the scanner. (See “2-2 Document Feed and Eject Tray,” on p. 19.)

- **Straight Path**

Documents are ejected to the back of the scanner. Note that the ejected documents are stacked in the reverse order from which they were fed. (See “2-2 Document Feed and Eject Tray,” on p. 19.)

- **Paper Size Detection**

The scanner automatically detects the size of a scanned document and eliminates any unnecessary space around the edges of the image when storing the image, even when storing a document of irregular size.

- **Double Feed Detection**

The scanner stops feeding documents after detecting more than one document being fed at the same time.

- **Deskew**

The scanner straightens images after detecting that a document was placed askew.

- **Card Scan**

You can scan business or ID cards. Note that embossed credit cards or similar items cannot be scanned. (See “2-1 Documents,” on p. 16.)

- **Auto Color Detection**

The scanner detects whether the scanned document is in color or black-and-white, and saves the image accordingly.

- **Text Orientation Recognition**

This mode identifies the orientation of characters in a document, and rotates the image so the orientation of the scanned characters is straight.

- **Text Enhancement Mode**

This mode enables you to scan documents with dark backgrounds or documents with faint text written in pencil clearly.



Note

This mode may not function effectively, depending on the document type.

- **Dropout Color**

The scanner is equipped with a Dropout Color function that enables you to specify a color for the scanner to omit from the scanned image.

- **Color Enhancement**

The scanner is equipped with a Color Enhancement function that enables you to specify a color for the scanner to enhance on the scanned image.

- **Skip Blank Page Function**

The scanner is equipped with a Skip Blank Page function that enables you to scan a document without storing images of blank pages, regardless of whether each page of the document is two-sided or one-sided.

- **Prescan Function**

The scanner is equipped with a Prescan function that allows you to adjust the contrast and brightness of a prescanned image and then send the adjusted image to the application software, without needing to scan the document again.

- **Remove Binder Holes**

This mode erases the black spots that appear on scanned images from binding holes on the original document.

- **MultiStream Function**

The scanner supports MultiStream, which, according to the application, can create two images with different scanning conditions from one path scan.

However, this function can only be used if the software supports MultiStream.

- **Long Document Compatibility**

You can scan documents up to 39.2 inches (1000 mm) long by setting the Long Document mode.

- **Compatible with Carbonless Duplicating Paper**

The scanner is able to scan carbonless duplicating paper.

- **Energy Saving Mode**

This scanner is compatible with the International Energy Star Program, and is designed to save power by using the energy saving feature except when scanning is being performed.

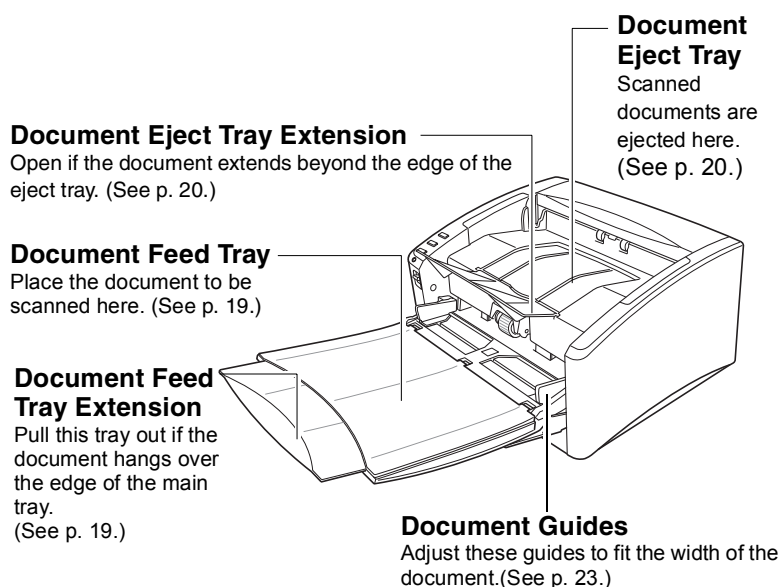
**Note**

Some functions may not be available depending on the software you are using.

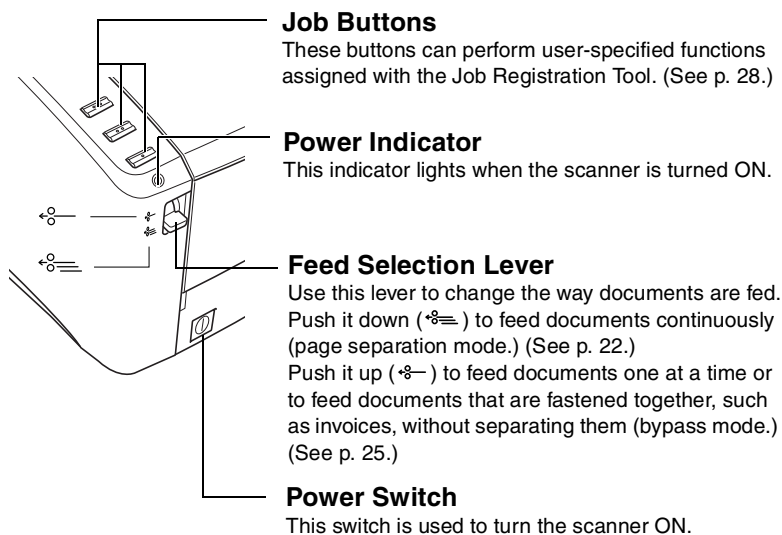
1-3 Names and Functions of Parts

This section describes the name and function of each part. Make sure to read this section and familiarize yourself with the parts of the scanner before using the scanner.

■ Front View (Feed Tray Open)



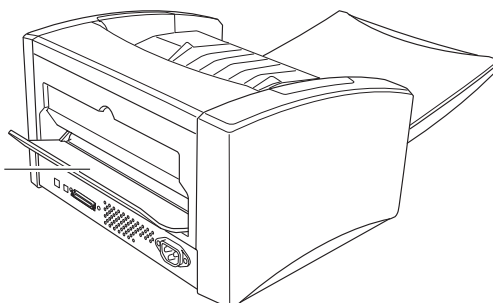
■ Controls



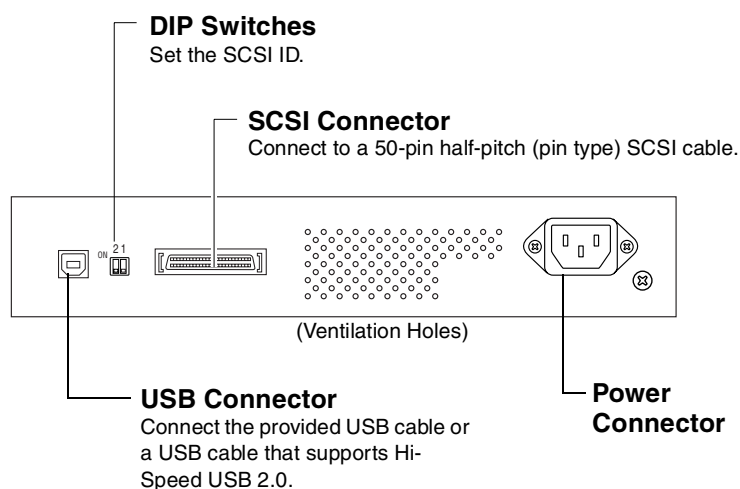
■ Back View

Document Eject Tray 2

Open this tray to use the scanner in a straight path configuration. (See p. 20.)



■ Interfaces



CAUTION

- Do not block the ventilation openings. Doing so could cause the scanner to overheat, creating a risk of fire.
- Do not connect both a USB cable and a SCSI cable at the same time. Doing so may cause a malfunction.

1-4 Installation Requirements

To use the DR-4010C scanner, your computer must satisfy the following system requirements.

- One of the following operating systems:
 - Microsoft Windows 2000 Professional SP4 or later
 - Microsoft Windows XP Professional SP2 or later
 - Microsoft Windows XP Home Edition SP2 or later
 - Microsoft Windows XP Professional x64 Edition
- A computer that meets the following specifications:
 - CPU: Pentium 4 (3.2 GHz or faster)
 - Memory: 1 GB or more
 - Hard disk: 1 GB or more available space
 - Interface: USB port present as standard equipment on the computer (Hi-Speed USB 2.0) or SCSI expansion card
 - Monitor: Resolution of 1024 × 768 (XGA) or better recommended.
- When using a SCSI expansion card, select one of the following recommended models.

SCSI cards made by Adaptec (for PCI bus)

 - AHA-2930U
 - AHA-2940AU
 - ASC-19160
 - ASC-29160N

SCSI card made by Adaptec (for Card bus)

 - APA-1480
- An ISIS-compatible application or a TWAIN-compatible application that is compatible with the above operating systems.



IMPORTANT

- If you do not know the requirements for your computer system, contact the store where you purchased the computer or the manufacturer of the computer for more information.
- Do not connect both a USB interface and a SCSI card at the same time.
- Be aware of the following information when using the USB interface that was provided as standard with your computer.
 - The USB interface should be a Hi-Speed USB 2.0 interface.
 - Scanning speeds are lower if your computer's standard USB interface is USB Full-Speed (equal to USB 1.1.) In this case, using a SCSI expansion card is recommended.
 - Use the latest USB 2.0 driver made available by Microsoft. For details, consult your local authorized Canon dealer.

- Normal operation is not guaranteed with all USB interfaces, even if present as standard equipment on the computer. For details, consult your local authorized Canon dealer.
- The USB cable you are using should be the one originally included with the scanner or a Hi-Speed USB 2.0 compatible cable.
- Be aware of the following information when using a SCSI card.
 - Make sure to follow the procedure in the manual for the SCSI card and the computer that you are using when installing a SCSI card in your computer.
 - The overall length of the SCSI cable you can use is determined by the SCSI standards. Refer to the manual for the SCSI card you are using for more information.
- If the CPU, memory, interface card, and other specifications do not satisfy the installation requirements, the scanning speed may be greatly reduced and transmission may take a long time.
- Even if the computer satisfies the recommended specifications, the scanning speed may vary, depending on the scan settings.
- The ISIS/TWAIN Drivers provided with the scanner do not necessarily operate on all ISIS- or TWAIN-compatible applications. For details, contact your application software retailer.

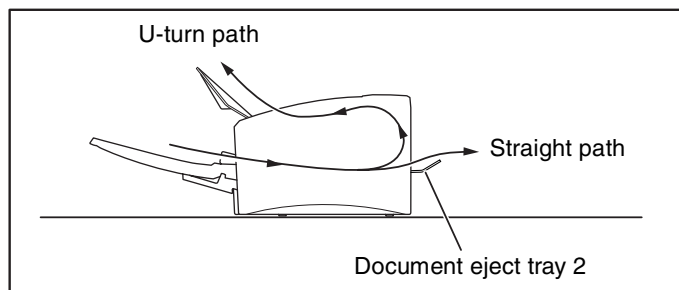
2-1 Documents

The scanner can scan documents ranging in size from business cards and checks to A4 size documents. It can also scan long documents up to 39.2" (1000 mm).

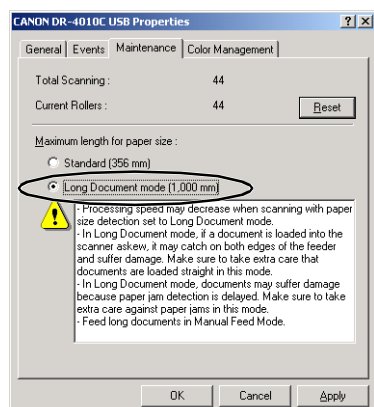
The document sizes that this scanner can scan are shown below.

Eject Direction (*1)	U-Turn Path	Straight Path
Width	2.08" to 8.62" (53 mm to 219 mm)	2.08" to 8.62" (53 mm to 219 mm)
Length (*2)	2.75" to 14" (70 mm to 356 mm)	2.75" to 14" (70 mm to 356 mm)
Weight (*3) Feeding documents are separated (Page separation mode) Feeding documents are not separated (Bypass mode)	14 to 32 lb bond (52 to 128 g/m ²) 0.0024" to 0.0059" (0.06 mm to 0.15 mm) 11 to 40 lb bond (42 to 157 g/m ²) 0.0020" to 0.0079" (0.05 mm to 0.20 mm)	11 to 32 lb bond (42 to 128 g/m ²) 0.0020" to 0.0059" (0.05 mm to 0.15 mm) 11 to 144 lb bond (42 to 546 g/m ²) 0.0020" to 0.0026" (0.05 mm to 0.66 mm)
Business Cards ID Cards	Cannot be scanned	Can be scanned Size: 2.12" × 3.37" (53.9 mm × 85.5 mm) Thickness: 0.03" ± 0.003" (0.76 ± 0.08 mm) without embossing

(*1) The DR-4010C offers two document eject configurations: U-turn path (the document is ejected to the document eject tray at the front of the scanner) and straight path (the document is ejected to the back of the scanner.) (See "Document Feed and Eject Tray," on p. 19.)



- (*2) You can scan documents up to 39.2" (1000 mm) long by setting the scanner to the Long document mode. For details, refer to the *User Manual* (electrical manual.)



- (*3) The paper weights that can be used with the scanner vary depending on the document feed method (page separation mode or bypass mode.) (See "2-3 Placing Documents," on p. 22.)



IMPORTANT

A document must meet the following criteria to be scannable:

- When scanning a multiple page document, pages of the same size, thickness, and weight must be grouped together. Scanning different sizes and types of paper together can cause the scanner to jam.
- Scanning documents before the ink is dry can cause problems with the scanner. Always make sure that the ink on a document is dry before scanning it.
- Scanning documents that are written in pencil or similar material have a tendency to make the rollers and scanning glass dirty, which can lead to smudges in the scanned image and transfer the dirt to subsequent documents. Always clean the internal parts of the scanner after scanning such documents. (See "Cleaning the Sensor Glass and the Rollers," on p. 35.)
- When scanning a two-sided document that is printed on thin paper, the image on the opposite side of each page may show through. In this case, adjust the scanning intensity in the application software before scanning the document.

- Scanning the following types of documents can cause a paper jam or malfunction. To scan such a document, make a photocopy of the document and then scan the photocopy.



Wrinkled or creased documents



Extremely thin, translucent paper



Curled document



Carbon paper



Documents with paper clips or staples



Torn documents



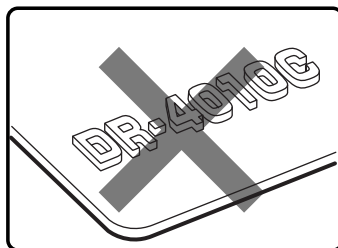
Coated paper

- When you scan a batch of NCR (No Carbon Required) documents, make sure that they are not stuck together.
- Note that glossy paper or business cards may not be scanned correctly, or functions such as paper size detection and deskew may not function properly when scanning these types of documents, due to reflected light.
- When scanning business cards, make sure to select the bypass mode and straight path.



CAUTION

The results of scanning embossed cards are not guaranteed. Scanning embossed cards is not recommended, as they may scratch the sensor glass.



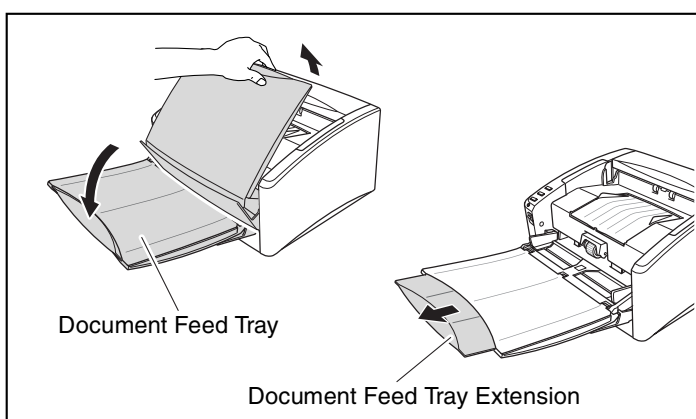
Embossed Card

2-2 Document Feed and Eject Tray

Prepare the document feed tray and document eject tray according to the paper size and feed/eject method.

Preparing the Document Feed Tray

- 1 Grasp the middle of the document feed tray and slowly open it toward you. If the documents slide off the tray, pull out the document feed tray extension.



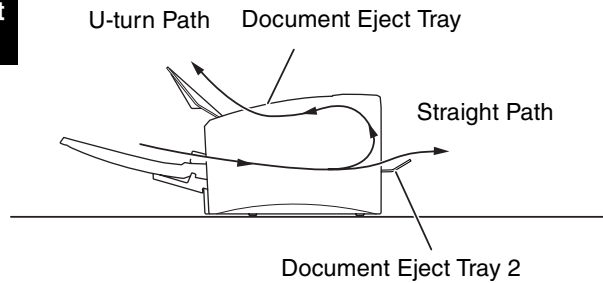
CAUTION

Do not place anything other than documents on the document feed tray. Doing so may damage the scanner, reduce scanning quality, or cause the tray to fall off, resulting in personal injury or damage to the scanner.

Preparing the Document Eject Tray

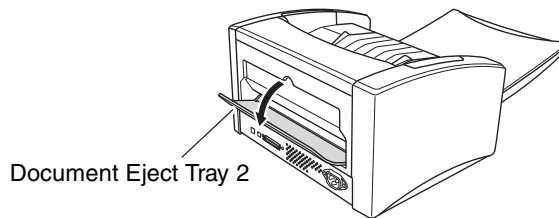
The scanner has two eject methods: documents can be ejected to the front of the scanner in a U-turn path, or to the back of the scanner in a straight path. You can switch between these methods by opening or closing the document eject tray 2. Select an eject method according to your needs.

Document Flow



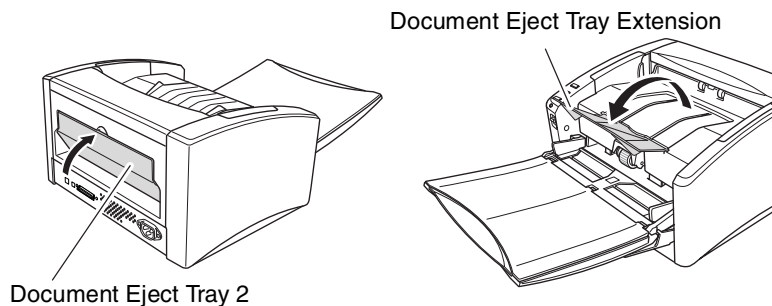
Straight Path

Open document eject tray 2.



U-turn Path

Close document eject tray 2, and open the document eject tray extension.





Note

- The U-turn path is used to scan documents on paper of normal weight. Scanned documents are ejected to the document eject tray.
- The straight path is used to scan documents on thin paper, thick paper and business cards that cannot be scanned through the U-turn path. Scanned documents are ejected to the back of the scanner.
- The U-turn path cannot be used if the document eject tray 2 is open.
- When using the straight path, the pages are stacked in the reverse order from which they were fed.



IMPORTANT

- Be sure there is enough space for documents that are ejected at the back of the scanner when using the straight path. If there is not enough space for the ejected pages, the documents may be damaged or a paper jam may occur.
- Open or close the document eject tray 2 before starting to scan documents. Opening or closing the document eject tray 2 while scanning may cause a paper jam.
- When using the U-turn path, make sure to open the eject tray guide. If the guide is not opened, documents may fall off the tray and cause a paper jam.

2-3 Placing Documents

There are two methods for feeding documents, the Page Separation mode and Bypass mode. Feeding pages continuously from a stack of documents placed in the feed tray is called the Page Separation mode. Feeding documents one sheet at a time or feeding documents consisting of multiple pages that are attached, is called the bypass mode. The document feed method can be changed by moving the feed selection lever.



IMPORTANT

- Always smooth out any folds or curls in your documents before placing them into the feeder. If the leading edge of a document is curled, it may cause a paper jam.
- When continuously scanning documents on thin paper in the page separation mode, the pages may become wrinkled or folded and cause a paper jam. If this happens, scan the document in the bypass mode.

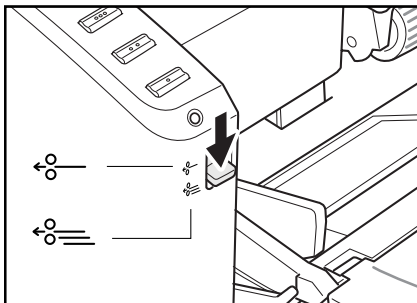


CAUTION

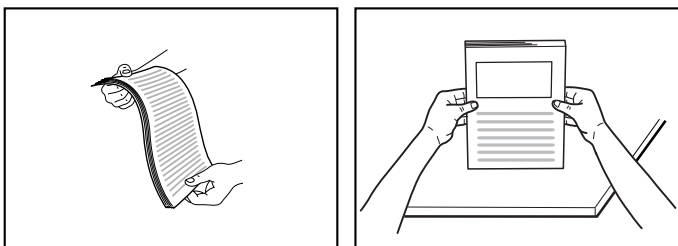
- **Before you place a document, check to make sure it does not contain paper clips, staples, or other small metal objects. These items may cause a fire or electrical shock, damage the document, or cause a paper jam or scanner malfunction.**
- **Do not wear loose clothing or jewelry that may get caught in the scanner while you are using it. This may result in personal injury. Be extra careful of neckties and long hair. If anything gets caught in the scanner, immediately turn OFF the power switch, and disconnect the power cord from the power outlet to stop scanning.**

Feeding in the Page Separation Mode

- 1 Push the feed selection lever down (☞☞.)



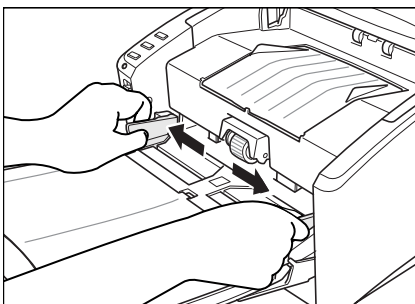
- 2** Fan the pages of the document to be scanned and align their edges.



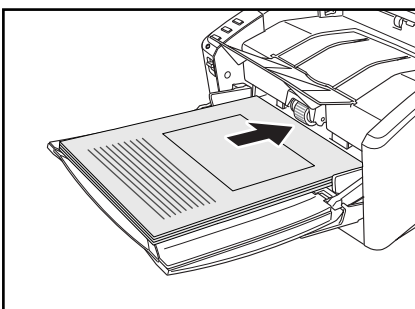
CAUTION

- Do not place the documents on top of the scanner to align them. Doing so may cause a malfunction.
- When placing documents into the feed tray, take care not to cut your hands on the edges of the paper.

- 3** Adjust the document guides so that they are wider than the document to be scanned.



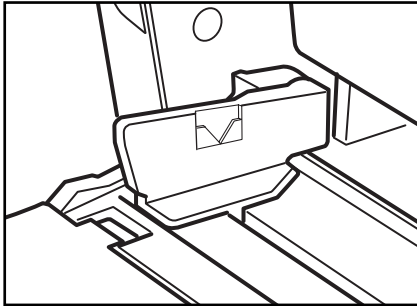
- 4** Place the document face up into the feed tray, so that the leading edge of the paper touches the document stoppers.





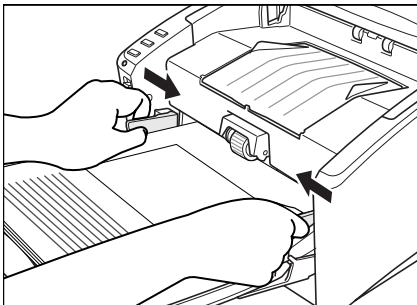
IMPORTANT

There is a load limit mark (▼) on the document guides. Do not stack documents higher than this mark (approximately 100 sheets of 20 lb bond (80 g/m²) paper.) Doing so may cause a paper jam.



5

Adjust the document guides to fit the width of the document.



Note

Before scanning, make sure that the document is not curled or creased, and that it is placed in the feed tray correctly. Scanning an improperly placed, curled, or creased document may damage the document or cause a paper jam.

6

Start scanning.



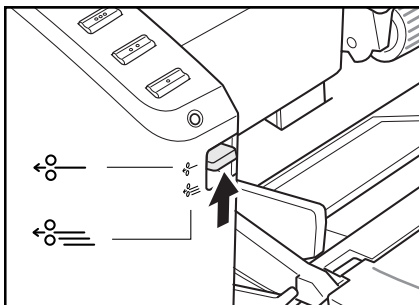
IMPORTANT

- If feeding stops due to a system error or paper jam while the scanner is scanning, resolve the problem, make sure that the scanned image of the last page that was successfully fed has been stored, and then resume scanning the remaining document pages.
- Note that documents that are printed on thin paper may fall out of the document eject tray.

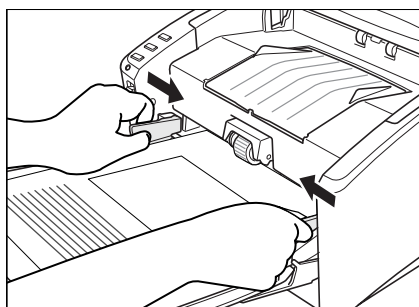
- After you finish scanning, close the document feed tray and the document eject tray extension to prevent damage to the scanner while it is not being used.

Feeding in the Bypass Mode

- 1** Push the feed selection lever up (↕.).



- 2** Place the document into the document feed tray one sheet at a time and adjust the position of the document guides.

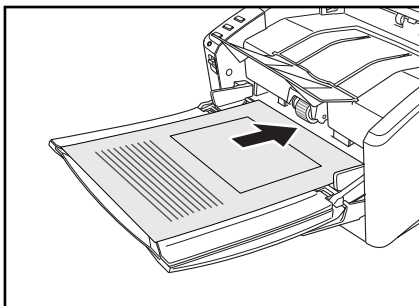


Note

For more information on placing documents, see “Feeding in the Page Separation Mode,” on p. 2-22.

- 3** Start scanning.

4 The document is fed.



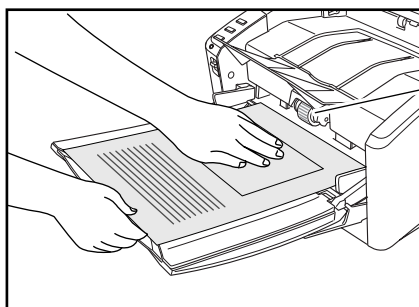
IMPORTANT

- When scanning multiple page documents that are fastened together, such as invoices, set the edge that is fastened together as the leading edge.
- When you are scanning with the bypass mode, and you place several documents that are not fastened together into the feed tray at one time, they will be fed together.



CAUTION

- **Very thin or curled documents may not feed properly. In this case, lightly press on the leading edge of the documents as you feed them. Take care not to get your hand caught under the roller unit, as this may cause personal injury.**



Roller Unit

- **After you finish scanning, close the document feed tray and the document eject tray extension to prevent damage to the scanner while it is not being used.**

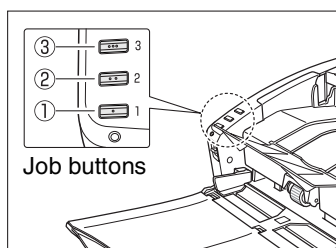
2-4 Scanning

In addition to using scanning applications, such as CapturePerfect 3.0 to perform scanning, the DR-4010C is equipped with the Job Function. The Job Function enables you to scan simply by touching a job button on the scanner.

This section provides an overview of the Job Function and CapturePerfect 3.0. For more details, refer to the *User Manual* and the *CapturePerfect 3.0 Operation Guide*.

What Is the Job Function?

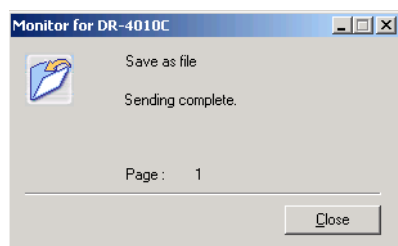
The Job Function enables you to assign functions to a job button located on the scanner. The following jobs are preset, however, they can be changed to suit your needs.



- ① Start:
Starts scanning according to the application settings.
- ② Stop:
Stops scanning.
- ③ Save as file:
Saves scanned images to the [My Pictures] folder in the PDF format.

Example:

When you place a document in the scanner and press job button ③, scanning starts, the DR-4010C monitor displays the progress and status of the job, and the image data is automatically processed according to the conditions set for the job.



The Job Function enables you to program the job buttons to scan documents without having to start an application on the computer. The scanned image data are automatically processed according to instructions that you specify using the Job Registration Tool. For more information on the Job Registration Tool, see Chapter 3, “Basic Operations,” in the *User Manual*.

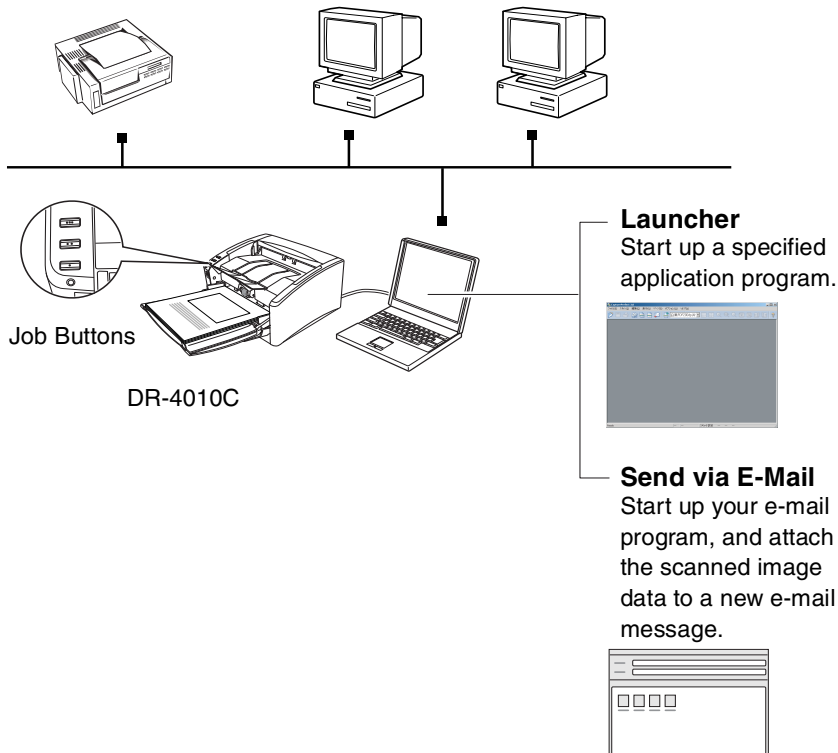
The following functions can be programmed in a job button in addition to the Start and Stop functions:

Print

Send the scanned image data to print on a specified printer.

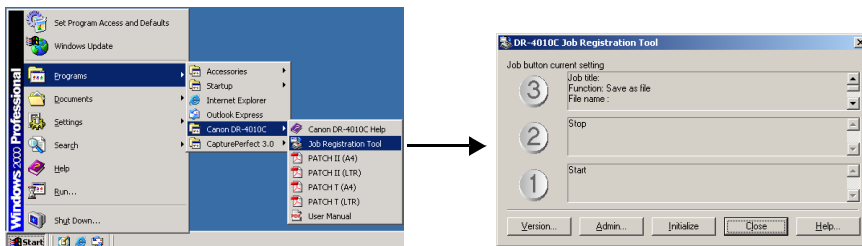
Save as file

Save the scanned image data as a file in a specified folder.



Note

The Job Registration Tool is a TWAIN-compatible application that is installed with the ISIS/TWAIN driver, and launches from the Programs menu. For more information on the Job Registration Tool, see the *User Manual* and *Job Registration Tool Help*.



Using CapturePerfect 3.0

CapturePerfect 3.0 is an ISIS-compatible application developed for Canon document scanners.

CapturePerfect 3.0 includes the following modes. Select the desired scan mode from the Scan menu to perform scanning. For more information, see the *User Manual* (electronic manual) and the *CapturePerfect 3.0 Operation Guide*.

- **Scan Batch to File**

Documents are scanned with the preset scanning conditions, and the scanned image data is saved to a specified folder.

- **Scan Batch to Print**

Documents are scanned with the preset scanning conditions, and the scanned image data is printed on a specified printer.


- **Scan Batch to Mail**

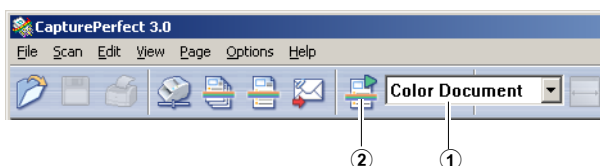
Documents are scanned with the preset scanning conditions, the e-mail software application is started, and the scanned image data is attached to a new e-mail message.

- **Scan Page**

Only one page of the document is scanned.

- **Scan Job**

The scanning conditions and scan mode (Scan Batch to File, Scan Batch to Print, or Scan Batch to Mail) are registered in advance as a job. The scan job can then be performed by selecting the registered job from the drop-down list (①) or by pressing  (Scan Job) on the toolbar (②.)



Note

The following two scan jobs are already registered.

- **Color Document**

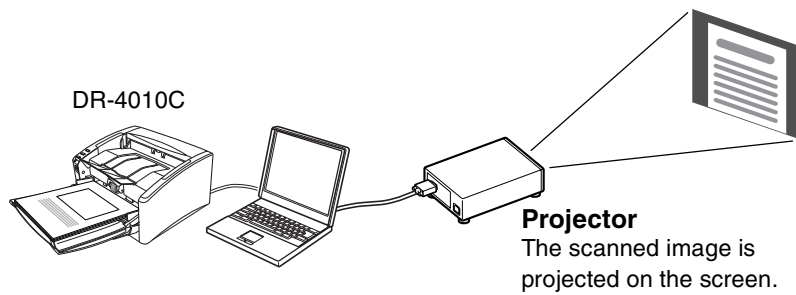
Scan the document using 24-bit color, simplex, at 300 dpi resolution, and save the file in the folder [My Pictures] under the folder [My Documents].

- **Binary Document**

Scan the document in black-and-white, simplex, at 200 dpi resolution, and save the file in the folder [My Pictures] under the folder [My Documents].

- **Scan To Presentation**

This mode is useful when the scanner is used in environments, such as conference halls, where it can be connected to large displays or projectors. CapturePerfect 3.0 is switched to full-screen display, the document is scanned, and the scanned image is displayed at full size on the screen.



2-5 Clearing a Paper Jam

When paper jams occur during scanning, use the following procedure to clear them.

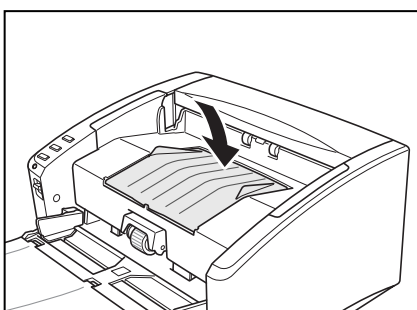


CAUTION

When removing jammed paper, take care not to cut your hands on the edges of the paper.

1

Remove any documents that have been left in the eject tray, and close the eject tray guide.

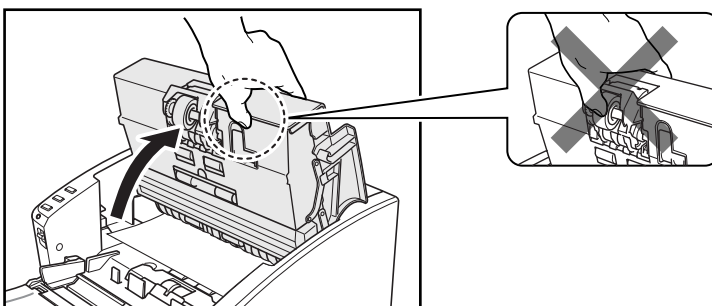


IMPORTANT

If a document stops in the eject tray, remove the document before closing the document eject tray extension. Attempting to force the document eject tray extension closed may damage the document.

2

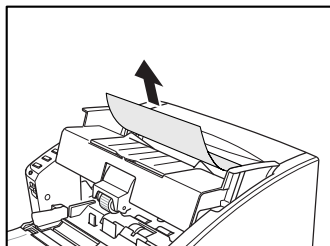
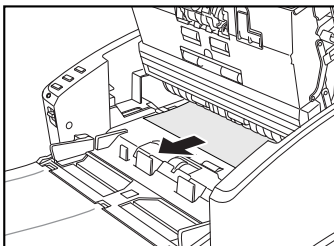
Carefully open the upper unit until the jammed document can be removed.



IMPORTANT

When opening the upper unit, do not grasp the roller unit in the center. Doing so may distort the rollers and lead to feeding errors.

3 Remove the jammed document.

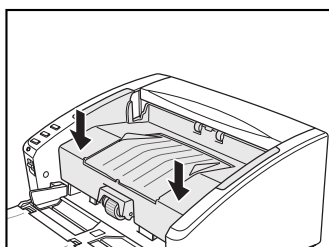
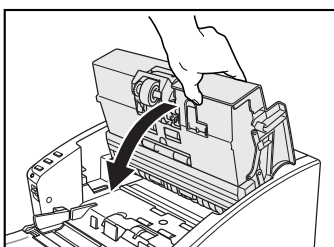


IMPORTANT

Make sure to pull the document out carefully, without applying too much force.

If jammed paper tears while it is being removed, make sure to remove any remaining pieces from inside the scanner.

4 Close the upper unit slowly. Make sure that the upper unit is completely closed by pushing on both edges with both hands until you hear a click.



CAUTION

When closing the upper unit, be careful not to get your fingers caught, as this may result in personal injury.



IMPORTANT

Do not force the upper unit to close. Doing so may damage the scanner.



Note

- After removing the jammed paper, check to see if the last page was scanned, and then continue scanning.

- If a paper jam occurs when “Rapid recover system” is enabled in the ISIS/TWAIN driver settings, the image data of the document is not saved and scanning stops. This allows you to continue scanning from the document that caused the paper jam after the paper jam is fixed.

3-1 Regular Maintenance

Clean the scanner on a regular basis as described below to maintain peak scanning quality.

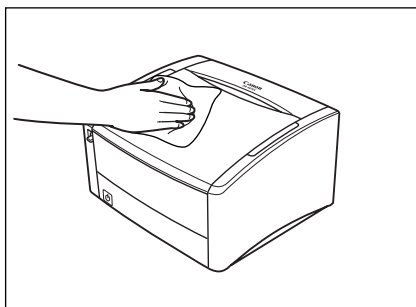


CAUTION

- When cleaning the scanner, turn OFF the power switch and disconnect the power cord from the power outlet.
- Do not use excessive force when removing or attaching the rollers. Doing so may damage them.
- Do not use spray type cleaners to clean the scanner. Precision mechanisms, such as the light source, may get wet, and cause a malfunction.
- Never use paint thinner, alcohol, or other organic solvents to clean the scanner. Such solvents can damage or discolor the exterior of the scanner, or create a risk of fire or electrical shock.

Cleaning the Scanner

To clean the exterior of the scanner, dampen a cloth with water or a mild detergent, wring the cloth out thoroughly, and then wipe the dirt away. Then use a dry, soft cloth to wipe away any moisture.



Cleaning the Feed Path

Dust or paper particles in the document feed opening or inside the scanner can cause lines in scanned images. Use compressed air to periodically clean dust and paper particles from the document feed opening and the inside of the scanner. After finishing a large scanning job, turn OFF the scanner and then clean out any paper particles.

Cleaning the Sensor Glass and the Rollers

If scanned images have extraneous marks, or if the scanned documents are dirty, the sensor glass or rollers inside the scanner may be dirty. Clean them periodically.

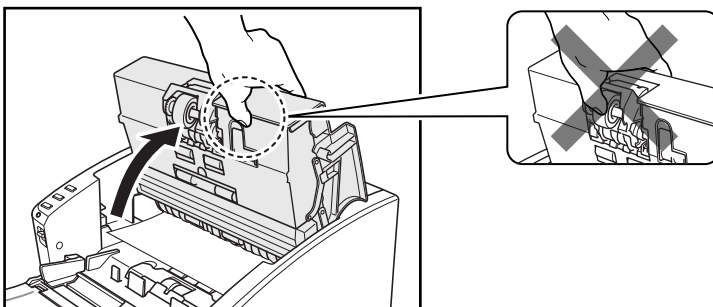


IMPORTANT

Feed rollers are consumable parts. When the rollers start to wear out, paper jams and misfeeds may occur more often. When this happens, purchase an exchange roller kit and replace the roller unit and the retard roller.

1

Carefully open the upper unit until it stops.



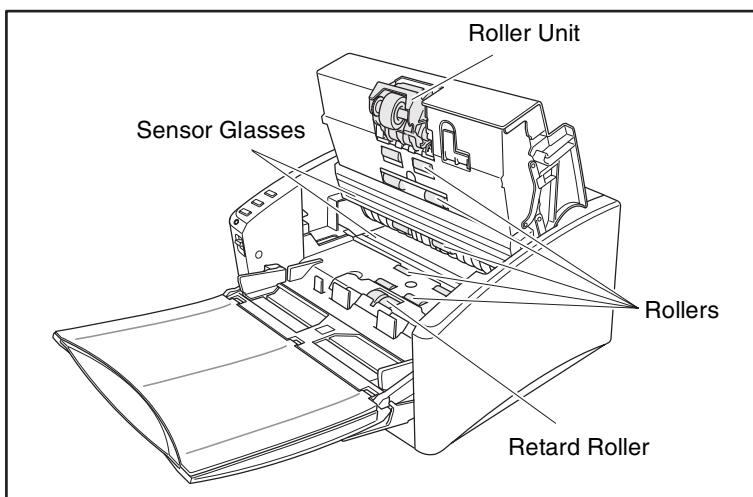
IMPORTANT

When opening the upper unit, do not grasp the roller unit in the center. Doing so may distort the rollers and lead to feeding errors.

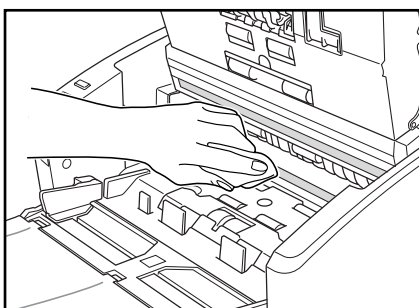


Note

The location of the sensor glass and various rollers are shown below.



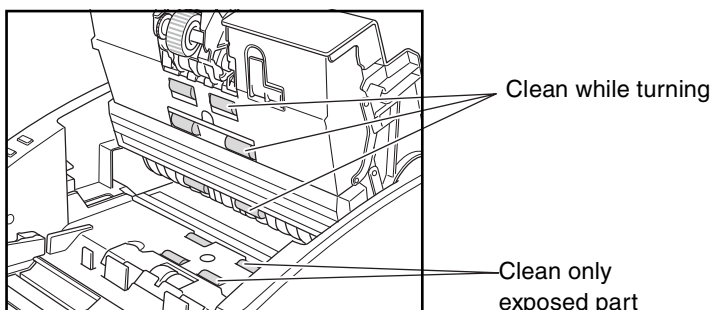
- 2** Use compressed air to keep the interior of the scanner free of dust and paper particles.
- 3** Use a clean dry cloth to wipe dirt off the sensor glass. Wipe both the top and bottom sensor glasses.



IMPORTANT

Scratches on the sensor glass may cause marks on the images and could cause feeding errors. If there are scratches on the sensor glass, contact your local authorized Canon dealer or service representative.

- 4** Dampen a cloth with water, wring it out thoroughly, and then wipe the rollers of the upper unit while turning them. Do not try to turn the rollers in the lower part of the scanner. Clean these rollers simply by wiping the exposed part.



IMPORTANT

- Do not use detergent to clean the rollers, since any detergent remaining on the rollers could cause a feeding error.
- Do not try to turn the rollers in the lower part of the scanner. Turning these rollers by force may damage them and lead to feeding errors.

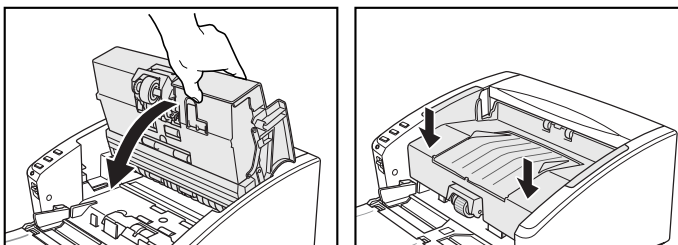
- 5** Remove the roller unit and the retard roller for cleaning. (See “Cleaning the Roller Unit,” on p. 38 and “Cleaning the Retard Roller,” on p. 40.)



CAUTION

When removing or installing the roller unit or retard roller, do not use excessive force, as this may damage the scanner.

- 6** Make sure that the upper unit is completely closed by pushing on both edges with both hands until you hear a click.



CAUTION

When closing the upper unit, be careful not to get your fingers caught, as this may result in personal injury.

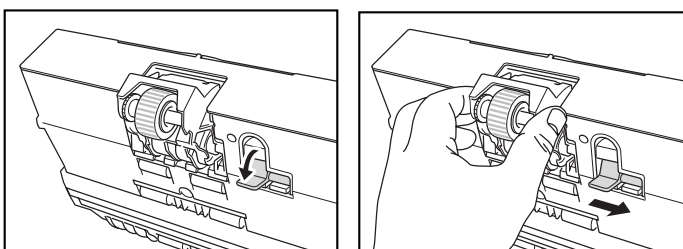


IMPORTANT

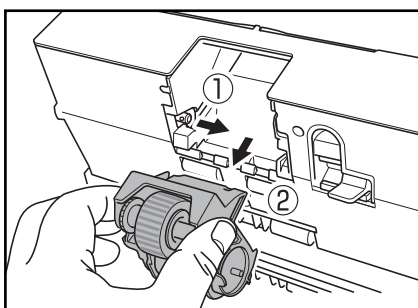
Do not force the upper unit to close. Doing so may damage the scanner.

Cleaning the Roller Unit

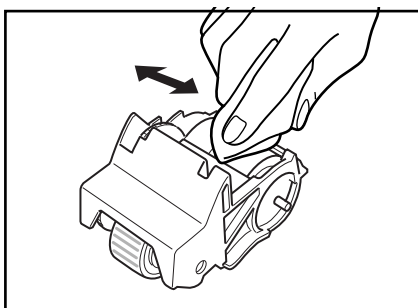
- 1** Push the roller lock lever down. While supporting the roller unit with your hand, slide the roller lock lever to the right.



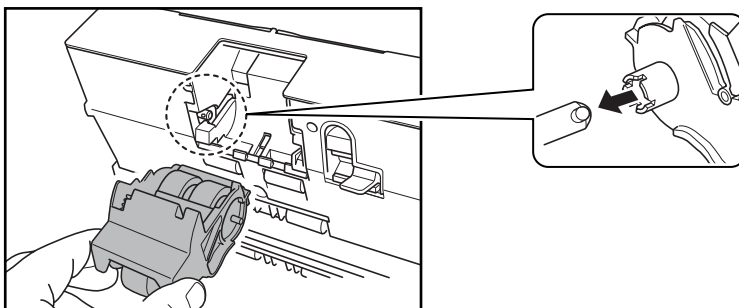
- 2** Move the roller unit to the right ① and then pull it out ②.



- 3** Wipe the removed rollers with a cloth that has been moistened with water and thoroughly wrung out.



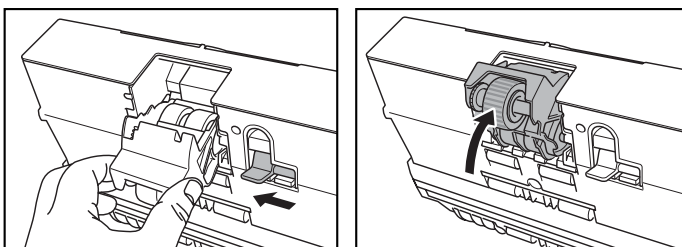
- 4** Align the cutout on the roller unit with the shaft pin on the main unit.



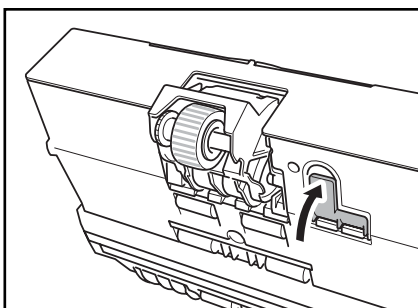
Note

If the cutout and pin do not fit, rotate the roller until the parts are properly matched.

- 5** Slide the roller lock lever to the left and raise the roller unit into position.

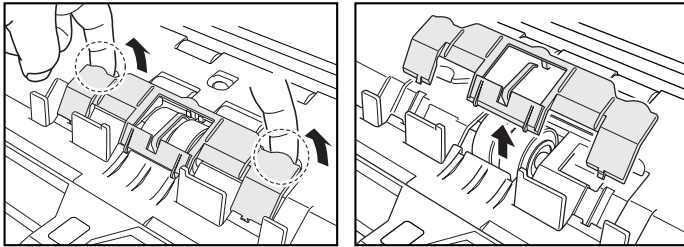


- 6** Push the roller lock lever up to lock the roller unit.

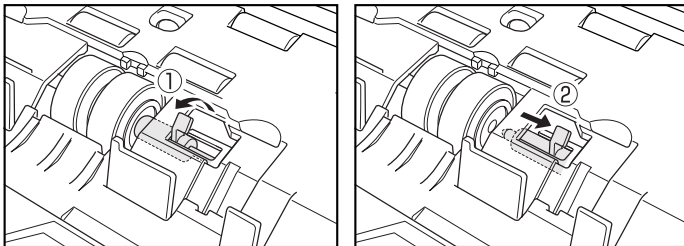


Cleaning the Retard Roller

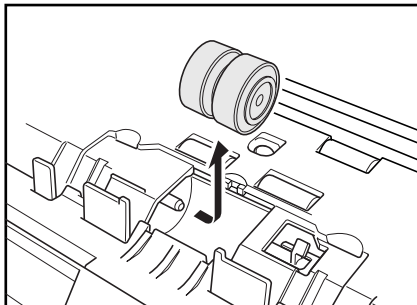
- 1** Insert a finger of each hand into the grooves on both ends of the roller cover and remove the cover.



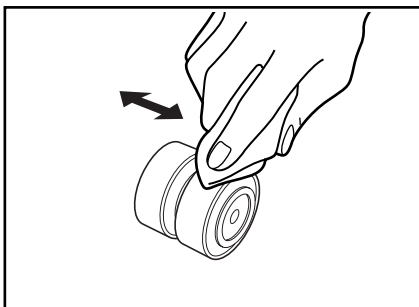
- 2** Move the roller lock lever down and forward (①,) and then slide it to the right (②.)



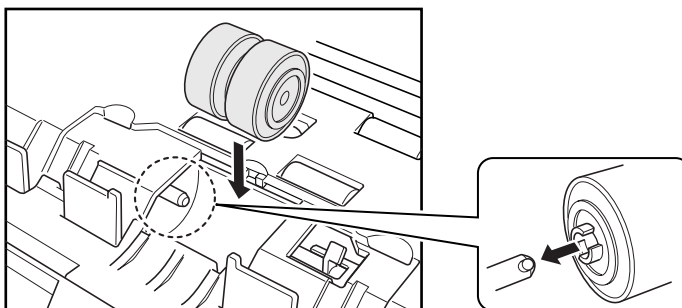
- 3** Shift the retard roller to the right to remove it.



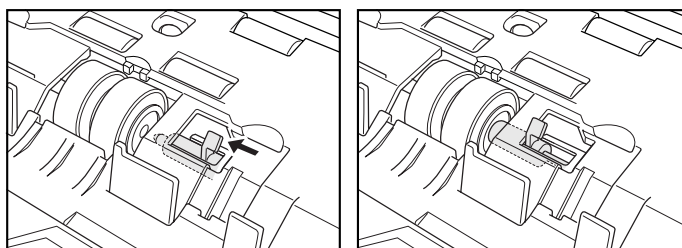
- 4** Wipe the removed retard roller with a cloth that has been moistened with water and thoroughly wrung out.



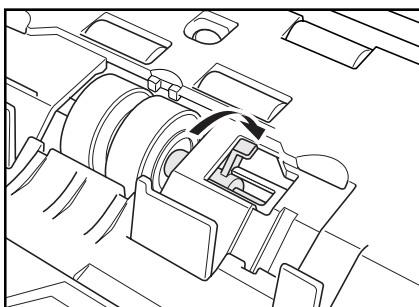
- 5** Position the retard roller so the notch in the roller is facing the scanner's shaft.



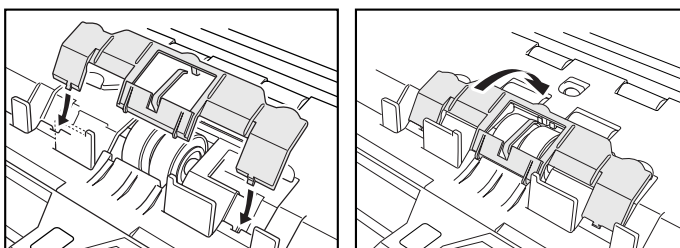
- 6** Slide the roller lock lever to the left, and insert it into the retard roller slot.



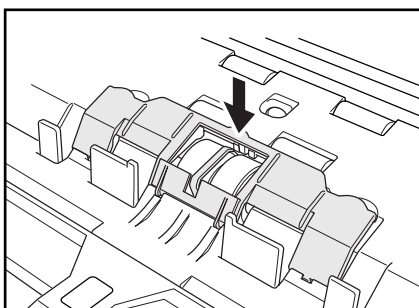
- 7** Push the roller lock lever towards the back of the scanner to lock the retard roller into place.



- 8** Replace the roller cover.



- 9** Push the center of the roller cover down and make sure that it clicks into place.



4-1 Troubleshooting

This section describes the possible problems that might occur during use of the scanner and how to solve them.

The Scanner Does Not Turn ON	P. 43
The Scanner Is Not Recognized	P. 43
Scanning Is Not Performed	P. 45
Slow Scanning Speed	P. 45
Documents Do Not Feed Properly	P. 46
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Scanning Results Are Not as Expected	P. 48

If, after consulting this section, you still cannot resolve the problem, contact your local authorized Canon dealer or your service representative.

✕ The Scanner Does Not Turn ON

Check the following if the scanner does not turn ON:

- Is the power cord connected correctly?
- Is the power cord inserted into the power outlet?

✕ The Scanner Is Not Recognized

The following are possible causes of the PC failing to recognize the scanner. Check each possible cause.

When connecting via USB

Problem	The scanner is not correctly connected.
Solution	Make sure that the scanner and the computer are correctly connected with the USB cable.
Problem	The scanner power is switched OFF.
Solution	Make sure that the scanner is switched ON. If the scanner is OFF, turn the scanner ON.

Problem	The scanner does not support your USB interface.
Solution	This product is not guaranteed to operate with all types of USB interfaces. Contact your local authorized Canon dealer or service representative for more information. (See p. 14.)

Problem	The scanner does not support the USB cable.
Solution	Use the USB cable provided with the scanner.

Problem	The USB hub is not compatible with the scanner.
Solution	Remove the USB hub.

When connecting via SCSI

Problem	The scanner is not connected correctly.
Solution	Make sure that the scanner and the computer are correctly connected.

Problem	The SCSI card is not correctly installed in the PC.
Solution	Refer to the documentation for the SCSI card and the computer. Make sure that the SCSI card is correctly installed in the computer and that it is enabled properly under the operating system in use.

Problem	The scanner's SCSI ID is identical to the SCSI ID of another device.
Solution	Check the SCSI IDs of all SCSI devices connected to the system and set a unique SCSI ID for the scanner.

Problem	The terminator is not set correctly.
Solution	Shut down both the PC and the scanner, and then turn the scanner ON first, and then the PC.

Problem	There is a problem with another SCSI device that is connected in the daisy chain.
Solution	Do not use the daisy chain connection configuration.

Problem	The PC was turned ON before the scanner.
Solution	Shut down both the PC and the scanner, and then turn the scanner ON first, and then the PC.

Problem **The scanner is not ON.**

Solution Check to see if the scanner is ON. If the scanner is not ON, shut down the PC, then turn the scanner ON first, and then the PC.

Problem **The SCSI card is not compatible with the scanner.**

Solution Use a recommended SCSI card.

x Scanning Is Not Performed

Check the following if the scanner does not scan an image even though the scanning operation is performed:

- Has the application software been installed correctly? Has the application software been set up correctly?
- Is there a problem in the PC system?



IMPORTANT

- If documents are not scanned normally even if the scanner setup is OK, a probable cause is that the scanner driver or application software is not running correctly. Re-install the scanner driver or application software.
- When system errors result in the scanner not functioning at all, turn OFF the scanner and wait at least ten seconds before turning it ON again. If the error continues to occur, restart the computer.
- When scanning continues, make sure that the last document scanned was scanned correctly.

x Slow Scanning Speed

The following problems might cause the scanning speed to be slow.

Problem **Other applications are running in the background on your PC.**

Solution Quit all other applications that are running.

Problem **Resident applications, such as anti-virus software, are draining memory resources.**

Solution Quit all resident applications.

Problem	Temporary files cannot be created in the TEMP folder, as there is not enough free space on the hard disk.
Solution	Delete unwanted files on the hard disk to increase free space on the hard disk.

Problem	The USB port you are using does not support Hi-Speed USB 2.0.
Solution	Scanning speeds are lower if your computer's standard USB interface is not compatible with Hi-Speed USB 2.0. Use a computer that is equipped with USB that is compatible with Hi-Speed USB 2.0 as standard. (See "1-4 Installation Requirements," on p. 14.)

Problem	The USB cable does not support Hi-Speed USB 2.0.
Solution	Use the USB cable provided with the scanner.

Problem	The USB hub does not support Hi-Speed USB 2.0.
Solution	Remove the USB hub.

X Documents Do Not Feed Properly

The following are possible causes of a document failing to feed properly. Check each possible cause.

Problem	Static electricity, etc., is causing the pages of the document to stick together, and they cannot be separated correctly by the scanner.
Solution	Before you place your document, thoroughly fan the stack of papers. (See "2-3 Placing Documents," on p. 22.)

Problem	Attempting to scan a document of a size, thickness, or weight that the scanner cannot scan.
Solution	Check the size, thickness, and weight of the document. For precautions concerning documents, see "2-1 Documents," on p. 16.

Problem	The rollers inside the scanner are dirty or worn.
Solution	Clean the rollers, see "3-1 Regular Maintenance," on p. 34. If the rollers are worn, then they need to be replaced. Contact your local authorized Canon dealer or service representative to purchase a roller replacement kit.



IMPORTANT

The retard roller and roller unit are consumable components. You need to replace the retard roller and roller unit when cleaning does not appear to improve performance. Contact your local authorized Canon dealer or your service representative about purchasing a roller replacement kit, and then replace the retard roller and the roller unit.

x Saved Image Files Do Not Open

When image files saved by CapturePerfect 3.0 cannot be opened by other applications, the probable causes are as follows.

Symptoms	A multi-page TIFF file saved in CapturePerfect 3.0 cannot be opened by other applications.
Problem	The application you are using to open the TIFF file does not support multi-page TIFF files.
Solution	Open the file with an application that supports multi-page TIFF files.
Symptoms	A TIFF file saved in CapturePerfect 3.0 cannot be opened by other applications.
Problem	If the TIFF file saved in CapturePerfect 3.0 has been compressed, the application you are using to open the TIFF file does not support the compression type that was used to save the file in CapturePerfect 3.0.
Solution	Set the compression type for the image file to [None] and save the file again in CapturePerfect 3.0.

x Scanning Results Are Not as Expected

If there is a problem with the scanning result (e.g., the scanned image is not clear, or the image is striped or dirty,) the probable causes are incorrect ISIS/ TWAIN driver settings or a problem with the scanning unit inside the scanner. Scanning results can also become skewed if the ISIS/TWAIN driver has not been installed correctly, or the application in use does not support ISIS/ TWAIN driver functions.

Symptoms	The scanned image is too dark (or faint.)
-----------------	--

Problem	The [Brightness] setting is not set to an appropriate value.
---------	--

Solution	If the image is dark, set a higher [Brightness] setting, or if the image is faint, set a lower [Brightness] setting.
----------	--

Symptoms	Text or images on the rear side of your document appear in the scanned image.
-----------------	--

Problem	The [Brightness] setting is too low, or the paper is too thin.
---------	--

Solution	Set a higher [Brightness] setting. If the paper is too thin, make a copy of the documents and then scan the copy. Alternatively, enable the [Prevent bleed through/remove background] setting.
----------	--

Symptoms	Double-sided scanning is not possible.
-----------------	---

Problem	“Scanning Side” is set to [Simplex].
---------	--------------------------------------

Solution	Set “Scanning Side” to [Duplex].
----------	----------------------------------

Symptoms	A black margin appears around the scanned document.
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Problem	A document smaller than the preset paper size has been scanned. Or, the loaded document has shifted out of position.
---------	--

Solution	Set [Page size] to [Auto-detection]. Or, set [Border Removal] to on.
----------	--

Symptoms	The scanned image is skewed.
-----------------	-------------------------------------

Problem	The document has been fed at an angle. (skew)
---------	---

Solution	Use the document guide adapter to prevent document skew, and set [Deskew] to on.
----------	--

Symptoms	Lines, smudges, or dirt appear on the scanned image.
Problem	The scanning glass or rollers inside the scanner are dirty.
Solution	Clean the scanning glass and rollers. (See p. 35.) If lines still appear on the image even after cleaning the scanning glass and rollers, the scanning glass inside the scanner may be scratched. Contact your local authorized Canon dealer or service representative.

Symptoms	The scanned image is abnormal for certain documents.
Problem	Functions such as [Auto-detection], [Deskew], or [Border Removal] were used when scanning documents containing text or photos up to their edges. (The scanner cannot accurately process the edges of documents.)
Solution	Disable functions such as [Auto-detection], [Deskew], or [Border Removal] when scanning documents containing text or photos up to their edges.

Symptoms	The scanned image is abnormal in some applications.
Problem	A function not supported by the application was used.
Solution	Some applications do not support functions such as auto-detection of the paper size. Scanning documents with an application such as this will result in an abnormal scanned image. Try scanning with auto-detection of the paper size set to "off."

Specifications

Specifications

Type	Desktop sheetfed scanner
Scanning Document Specifications	
Width:	2.08" to 8.6" (53 to 219 mm)
Length:	2.75" to 14" (70 to 356 mm)
	2.75" to 39.3" (70 to 1000 mm) in Long document mode
Weight: Using the U-Turn Path	
(Feed with page separation mode)	14 to 32 lb bond (0.0024" to 0.0059") 52 to 128 g/m ² (0.06 mm to 0.15 mm)
(Feed with bypass mode)	11 to 40 lb bond (0.0020" to 0.0079") 42 to 157 g/m ² (0.05 mm to 0.2 mm)
Weight: Using the Straight Path	
(Feed with page separation mode)	14 to 32 lb bond (0.0024" to 0.0059") 52 to 128 g/m ² (0.06 mm to 0.15 mm)
(Feed with bypass mode)	11 to 144 lb bond (0.0020" to 0.026") 42 to 546 g/m ² (0.05 mm to 0.66 mm)
Business cards are supported. However, scanning embossed cards is not guaranteed.	
Size:	2.12" × 3.37" (53.9 mm × 85.5 mm)
Thickness:	0.03" ± 0.003" (0.76 ± 0.08 mm)
Document Feeding Method	Automatic/Manual
Scanning Method	Color 3-line contact image sensor
Light Source	LED
Effective Scanning Width	236 mm
Scanning Side	Simplex/Duplex
Scanning Modes	Black and white, Error diffusion, Advanced text enhancement, Advanced text enhancement II, Highspeed text enhancement, 256-level grayscale, 24 bit color, Black and white/Auto Color Detection
Scanning Resolution (Primary Scan Lines × Secondary Scan Lines)	100 × 100 dpi, 150 × 150 dpi, 200 × 200 dpi 240 × 240 dpi, 300 × 300 dpi, 400 × 400 dpi, 600 × 600 dpi

Scanning Speed (A4)

		Simplex	Duplex
Black and White	200 × 200 dpi	42 pages/min.	84 images/min.
	300 × 300 dpi	42 pages/min.	84 images/min.
	600 × 600 dpi (Speed priority)	42 pages/min.	42 images/min.
	600 × 600 dpi (Image quality priority)	20 pages/min.	24 images/min.
256-level Gray	200 × 200 dpi	42 pages/min.	84 images/min.
	300 × 300 dpi	42 pages/min.	84 images/min.
	600 × 600 dpi (Speed priority)	42 pages/min.	42 images/min.
	600 × 600 dpi (Image quality priority)	20 pages/min.	24 images/min.
24-bit Color	200 × 200 dpi	42 pages/min.	84 images/min.
	300 × 300 dpi	42 pages/min.	84 images/min.
	600 × 600 dpi (Speed priority)	24 pages/min.	24 images/min.
	600 × 600 dpi (Image quality priority)	20 pages/min.	(not supported)
Amount of paper that can be stacked in automatic feeder	10 mm stack, maximum (100 sheets of 20 lb bond (80 g/m ²))		
Interface	Hi-Speed USB 2.0 / SCSI-III		
Other Functions	Double feed detection, Long Document mode		
Dimensions (with trays closed)	12.5" × 10.9" × 7.3" (W × D × H) 318 mm × 278 mm × 185.5 mm (W × D × H)		
Dimensions (with trays open)	12.5" × 21.5" × 7.4" (W × D × H) 318 mm × 545 mm × 187 mm (W × D × H)		
Weight	Approximately 14.1 lb (6.4 kg)		
Power Supply	AC 120 V (60 Hz) AC 220-240 V (50 / 60 Hz)		
Power Consumption	120 V model	220-240 V model	
Scanning:	25 W maximum	24 W maximum	
Standby:	Under 3 W	Under 3 W	
Noise	Not more than 68 dB		
Operating Environment	Temperature: 10°C to 32.5°C (50°F to 90.5°F) Humidity: 20% to 80% RH		

- The functions described above can be used if they are supported by the application software.
- Some functions may not be available, depending on the performance of your PC and on your software.

Due to our ongoing efforts to improve our products, the specifications described above are subject to change without notice.

Replacement Parts

Exchange roller kit (product code: 1921B001)

Kit to replace the roller unit (pickup roller, feed roller) and retard roller.

- Refer to “4-2 Removing and Attaching the Rollers,” in the *User Manual* for information about replacing the rollers.
- Contact your local authorized Canon dealer or service representative for detailed information about the replacement parts.

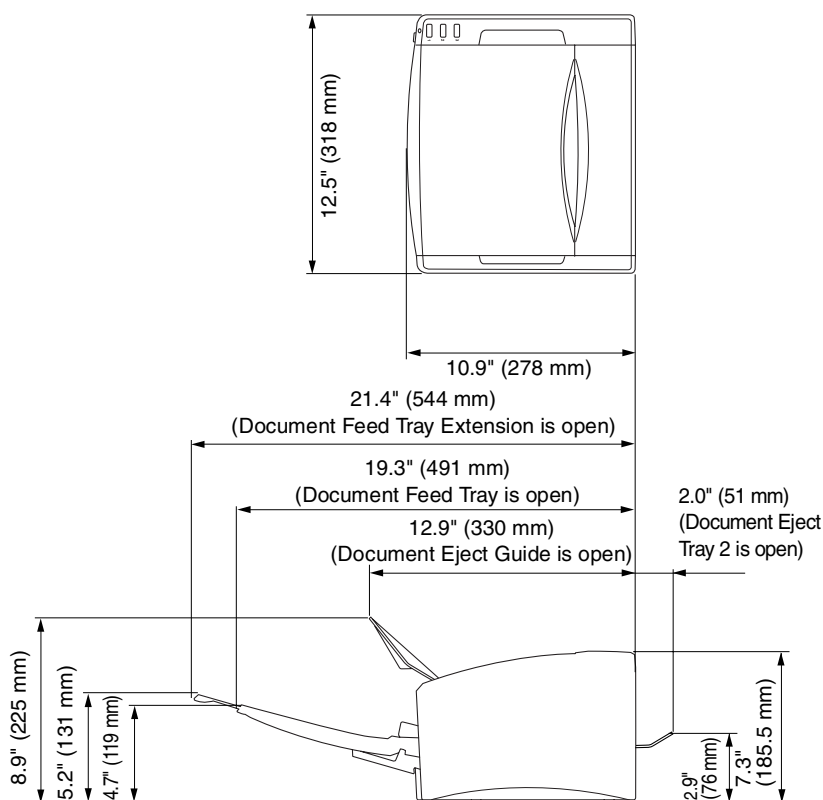
Options

Bar code module (product code: 0434B003)

Additional software to allow the ISIS/TWAIN driver to recognize bar codes.

Contact your local authorized Canon dealer or service representative for detailed information about the Bar code module.

External Dimensions



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